



Wilmington Police Department
Support Services Division
615 Bess St
PO Box 1810
Wilmington, NC 28402-1810

910 343-3649
wilmingtonnc.gov
Dial 711 TTY/Voice



To: Rotation Towing Services
From: R. Evangelous, Chief of Police
Subject: Requirements – Rotation Towing Services

The City of Wilmington Code, Section 5-117, allows for a rotation list of towing services, provided that such services meet certain statutory and administrative requirements. These requirements have been established under authority granted to the Chief of Police.

The following minimum requirements must be met by the towing service to be considered for placement on the rotation towing list.

A. SERVICE REQUIREMENTS

The tow service: Shall be available by one telephone number listed in the company name. The phone will be answered promptly day or night, using the company name. Phones shall be answered within 6 rings after which the wrecker service will be considered not available and the next rotation wrecker will be called.

Shall immediately clear the scene of an accident of all debris, glass, and metal. (There will be no exception for this requirement.)

Only one (1) tow service will be operated out of any one location.

Shall be available at all times with equipment capable of towing any automobile or truck regardless of size or weight, from streets, public or private places, when called on to do so.

Shall be liable for all damages that may occur on vehicles entrusted to the towing service care and custody. W.C.C. Sec. 5-118 (b)(5)

Shall collect all towing and storage fees from owner/agent of such vehicle or dispose of unclaimed vehicles following North Carolina General Statutes. The City will be responsible if no probable cause for towing existed pursuant to G.S. 20-119.14.

B. EQUIPMENT

Shall meet all requirements stated in North Carolina General Statutes for motor vehicles and for wreckers, each of which shall be equipped with cleanup items such as brooms, shovels, and debris containers. Each vehicle shall be clearly identified with the tow service name, address, telephone number. (No magnetic signs will be used.)

C. STORAGE

Have at, or within 500 feet of the garage, sufficient fenced storage space (a minimum of 6 spaces) and facilities to protect both damaged and undamaged vehicles from further damage by exposure to the elements.

At the time of rotation call, adequate space must be available to accommodate the vehicle to be towed. If the space is not available, the towing service shall notify the Police Department and that rotation call will be forfeited.

Shall maintain adequate control over stored vehicles and shall not release impounded vehicles without authorization from a member of the Wilmington Police Department.

Shall be available for inspection by representatives of the Wilmington Police Department at anytime.

D. GENERAL

Towing services not having that company's equipment available for immediate response or secure storage space available for the vehicle to be towed, shall forfeit its' turn on the rotation list.

All requests by individuals for specific towing services will be honored.

Requirements stated here are considered to be minimal and if not complied with, shall be grounds for removal from the rotation list. This would not prohibit the service from being called by request.

Shall comply with all ordinances of the City of Wilmington concerning Towing and Towing Companies.

Ralph Evangelous
Chief of Police

RME:dm

I have reviewed the above requirements and will comply with them. I further understand that failure to comply may result in removal from the rotation list.

WITNESS:

Name

Wilmington Police Department

Company